

# Service Area Plan

## Department of Social Services

### Support Enforcement and Collection Services (46301)

## Service Area Background Information

### Service Area Description

Provides the administrative funds necessary to administer the child support enforcement program, in keeping with federal and state laws and regulations and in order to meet the five federally set program performance factors: 1. Support Obligations established; 2. Current Support collected; 3. Arrears Collected on arrears; 4. Paternities established; 5. Cost effectiveness.

### Service Area Alignment to Missio

Promote strong, self-reliant families by delivering child support services, as provided by law through the location of noncustodial parents, establishment of paternity and orders, enforcement of orders, collection of child and medical support, and distribution of child support.

### Service Area Statutory Authority

Title IV-D, Federal Social Security Act; Code of Virginia, Title 63.2 Welfare (Social Services) Child Support Title 63.2-1900 through 63.2-1960

### Service Area Customer Base

Customer(s)	Served	Potential
Children and families ( potential unlimited)	363,000	0
Custodial Parents (potential unlimited)	279,100	0
Local Departments of Social Services	121	121
Non-custodial parents ( potential unlimited)	317,300	0
State and local government	53	53

### Anticipated Changes In Service Area Customer Bas

Based on Census data on projections for number of children in Virginia for 2010 and 2030, it is projected that the child support caseload will grow during this period. In 2010, it is projected that DCSE will have 376,970 cases and 1,035,567 participants. There is expected to be higher growth between 2010 and 2030 with an estimated caseload of 465,218 cases and 1,273,903 participants in 2030.

\*Child support customers are either referred by courts, local social services departments or other states, or choose to apply directly. The program does not choose its customers so number of potential customers does not depend on program actions.

### Service Area Partners

Federal government

Local Departments of Social Services

Other nations' child support enforcement programs where reciprocity exists

Other states' child support enforcement programs

State agencies

### Service Area Products and Services

- Financial support for children

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#### Factors Impacting Service Area Products and Services

Economy and TANF rolls, or any national program changes.

#### Anticipated Changes To Service Area Products and Service

None

#### Service Area Financial Summary

Funding for the Support Enforcement and Collections Services program comes from federal funds (66.3%) and special funds (33.7%). The source of the federal funds is the Title IV-D Child Support Enforcement grant.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$0	\$78,118,854	\$0	\$78,118,854
Changes To Base	\$0	\$3,881,653	\$0	\$3,787,778
SERVICE AREA TOTAL	\$0	\$82,000,507	\$0	\$81,906,632

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## Service Area Objectives, Measures, and Strategies

### Objective 46301.01

#### ***Promote self sufficiency by increasing Child Support collections***

Increase the amount of funds provided to custodial parents in order for them to attain financial independence

#### **This Objective Supports the Following Agency Goals:**

- Enhance the independence, well-being and personal responsibility of customers  
( This goal supports the Council on Virginia's Future long-term objective "Inspire and support Virginians toward healthy lives and strong resilient families.")

#### **This Objective Has The Following Measure(s):**

- **Measure 46301.01.01**

##### ***Child support collections***

**Measure Type:** Outcome

**Measure Frequency:** Annually

**Measure Baseline:** SFY 2006 collections (projected): \$583.4 M

**Measure Target:** Increase child support collections 4% annually over each previous state fiscal year.

**Measure Source and Calculation:**

Regular collection reports generated through APECS and related systems

#### **Objective 46301.01 Has the Following Strategies:**

- Although many states are now experiencing annual decreases in collections, VA anticipates being able to maintain positive growth at the 4% annual level through the four strategies listed below. The double-digit annual collection percentage increases of a decade ago resulted largely from the introduction of powerful new enforcement tools and the introduction of the first unconditionally-certified automated case management system in the nation (statewide in 1994, with the official federal certification in 1996). In turn, the impacts of federal welfare reform in reducing TANF child support caseloads and collections in the late '90s, and the fact that the initial impact of the above tools and innovations has made major inroads on the relatively easy-to-get sources of child financial support, largely account for the subsequent slower increases or even annual decreases many states are now experiencing.
- Enhance the already very low levels of undistributed collections and the very rapid processing and payment of child support payments, through replaced equipment and constant oversight.
- Using the PRIDE performance management system and affiliated internal management tools and reports, increase field office and system-wide improvement in the four federal incentive factors bearing directly on case processing excellence.
- Optimize the deployment and utilization of DCSE field staff to place maximum efforts toward case management work designed to increase payors' compliance with their child support orders.
- Proceed with the planned establishment of a centralized child support customer service center, within the Commonwealth, to provide faster and more complete service and improved compliance in child support cases statewide.